

From here it all changes



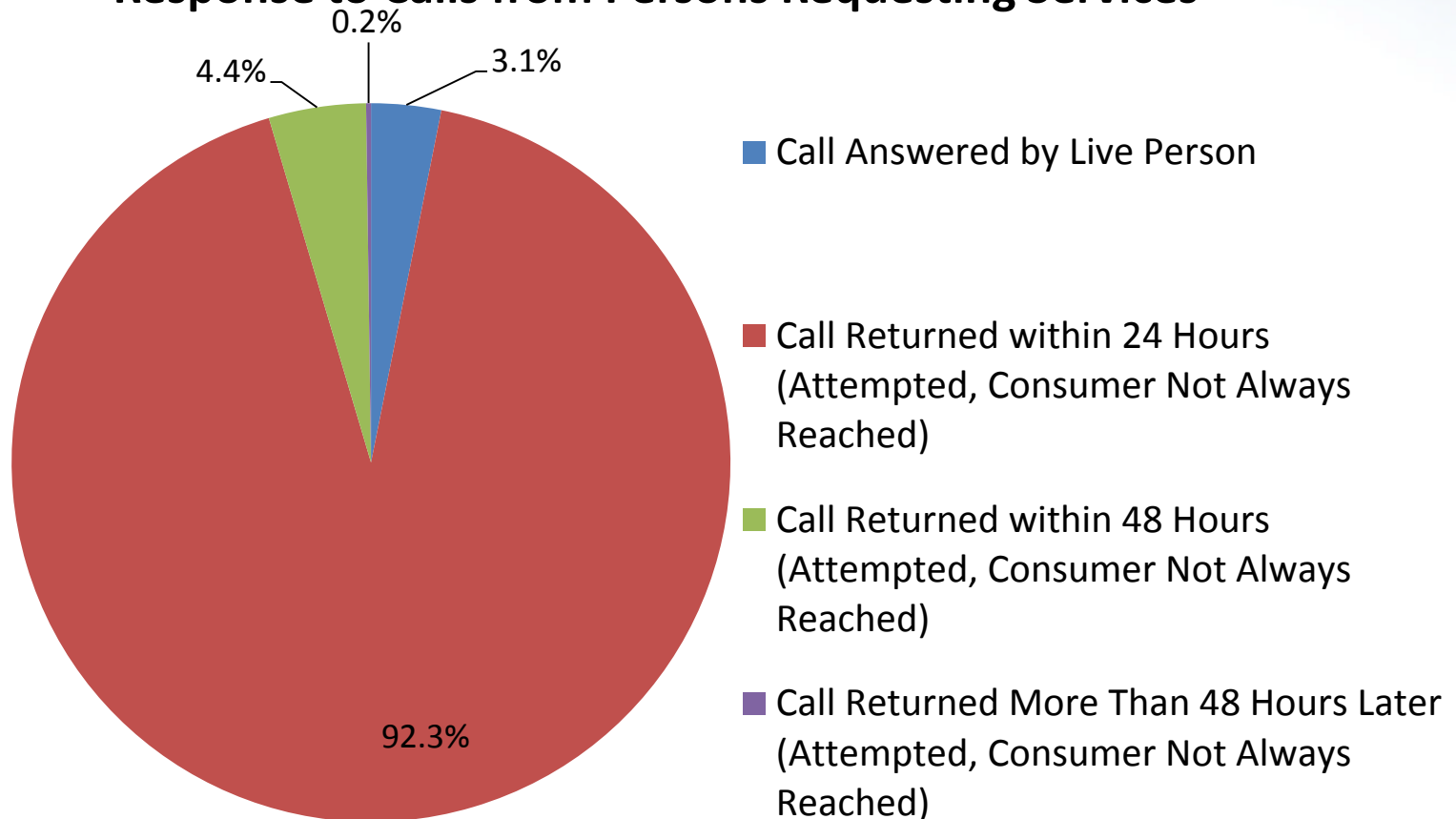
Access Redesign

Access to Care: We Can Do Better

- Three years ago WellSpring began talking about a new vision to emerge as the leader in promoting wellness and personal growth
- Part of this process included taking an honest look at areas where we could grow as an organization
- The conclusion: Our intake system fell far short of our vision of who we wanted to be

Access to Care: Where We Were

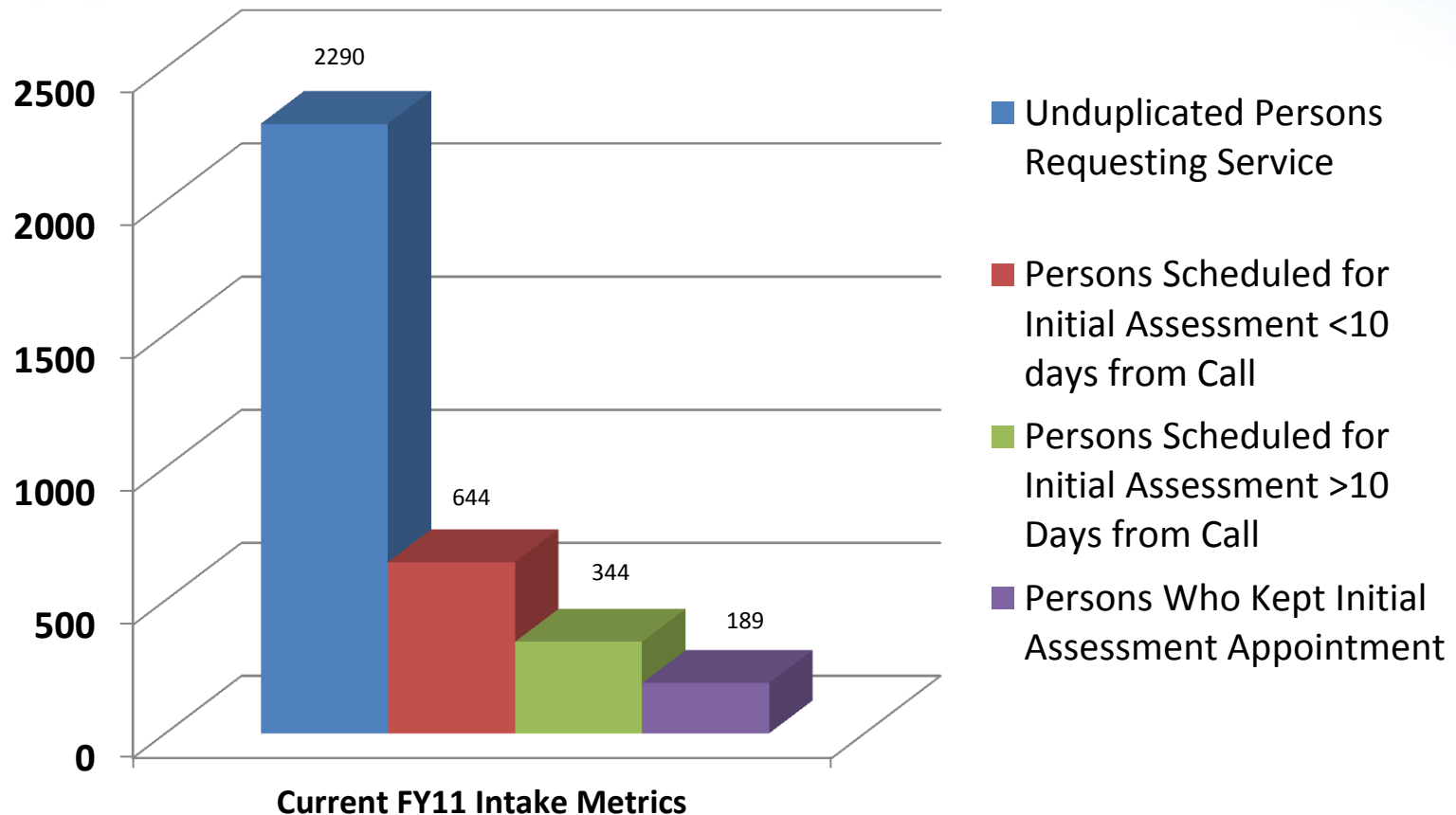
Response to Calls from Persons Requesting Services



Access to Care: Where We Were

- Intake system consisted of an initial triage phone session that was completed prior to scheduling a full comprehensive assessment in the office.
- We did not charge for phone triage assessments and we were not capturing potential business as a result of long wait times to get in for services

Access to Care: Where We Were



Open Access: How Can It Possibly Work?

- We had heard about same-day access/open access and started researching and meeting about how to do open access at WellSpring
- At first we got bogged down in the details which resulted in frustration, conflict and no real change

Open Access: Our Breakthrough

- We stopped worrying about the “how?” and focused on creating a shared vision of who we want to be to people asking for our help

Open Access: A New Vision

We want to be a place where people seeking our services have a positive first impression:

- When they walk in asking for help they are able to see a clinician that same day
- When someone calls asking about services they are able to speak with a live person and come in for an initial appointment either that same day or within 72 hours of their call
- We provide an array of services to meet the needs of the community so that we are THE PLACE to come to for help with addiction, emotional issues and coping with life's stressors

Open Access: Our Intake Redesign

- Created Access Team to focus on intake, crisis intervention, crisis stabilization and consumer engagement
- Cross-trained ALL master's level and licensed clinicians (including Clinical Directors) to be able to back-up Access Team
- All new clinicians start working and training with Access Team

Open Access: What Worked for WellSpring

- We marketed the new Access Team as an elite group and recruited staff members who demonstrated strong clinical skills, teamwork and flexibility
- We made a commitment to stick with Open Access for at least 6 months no matter what
- We created processes to be able to problem-solve in the moment
- We reinforced the vision at every opportunity

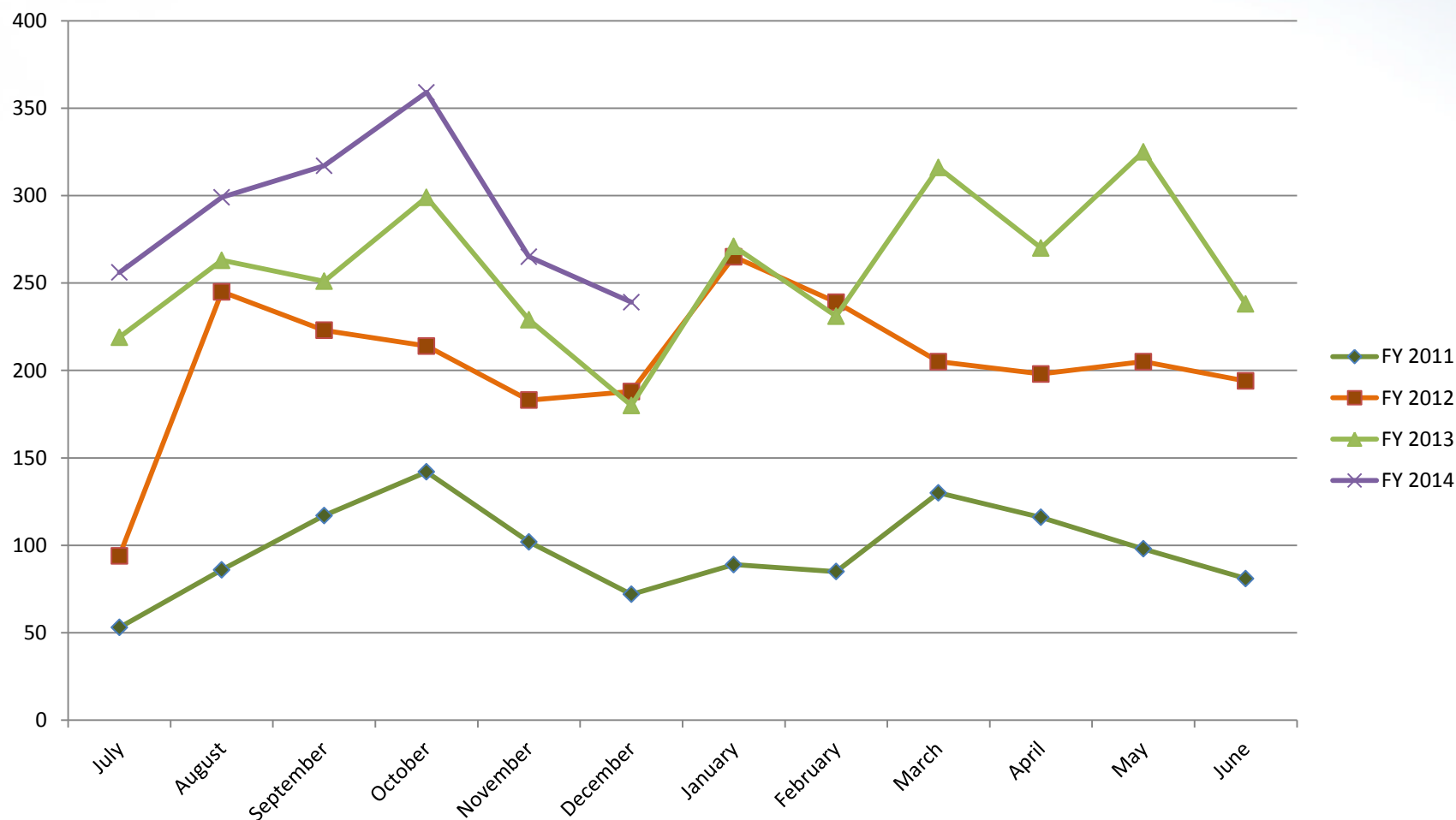
Open Access: Our Growing Pains

- We underestimated the increased demand for other services (i.e. outpatient therapy and psychiatric services) and operated in crisis mode for many months
- We were so conservative with our Access Team staffing that consumer engagement activities, part of our original redesign, were not consistently occurring

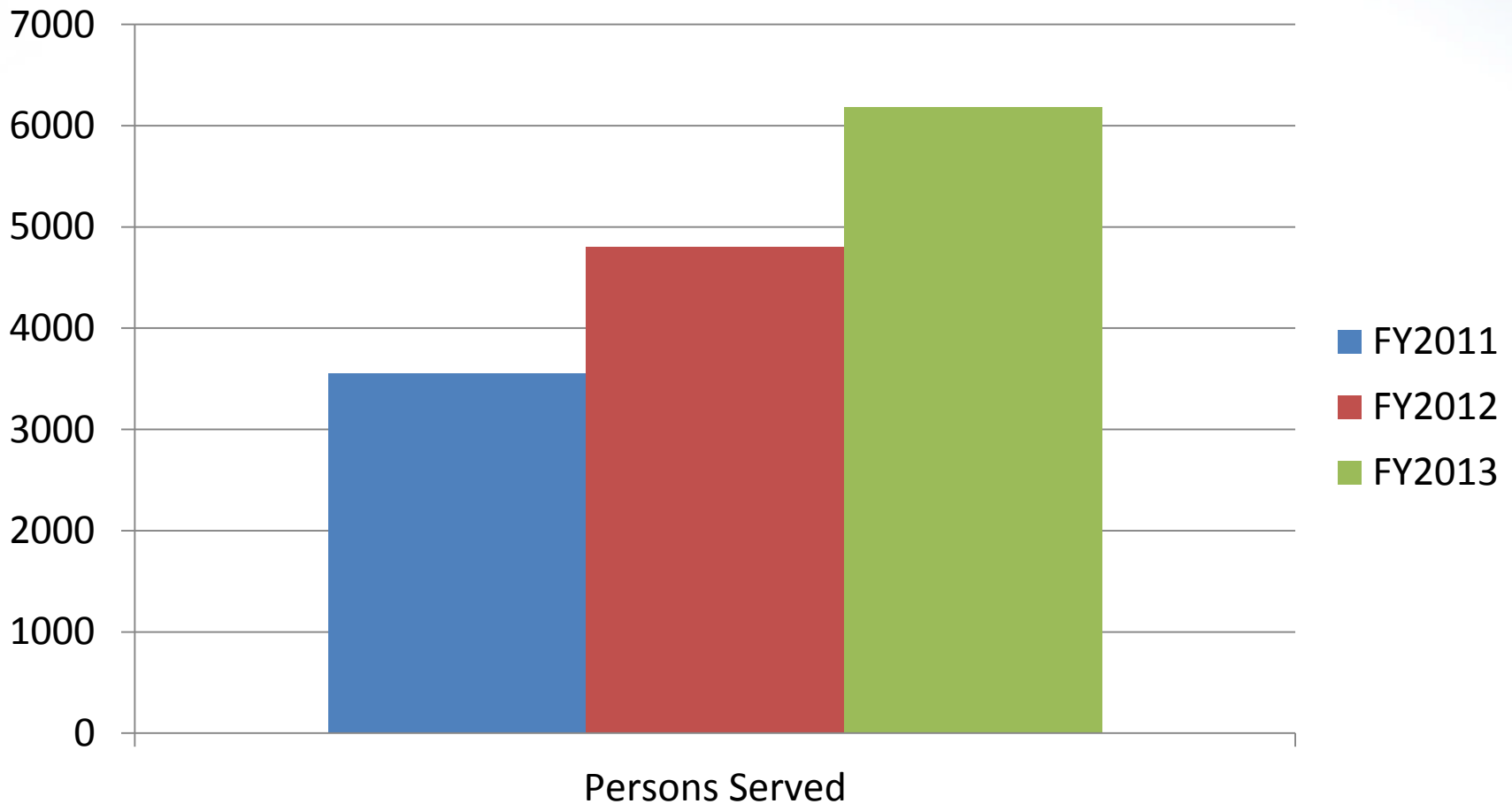
Open Access: Successful Transformation

- Consumer satisfaction at an all-time high
- Significantly improved reputation in our community
- Consumers receiving same-day access to care
- Decreased no shows, increased consumer follow-up and increased revenue

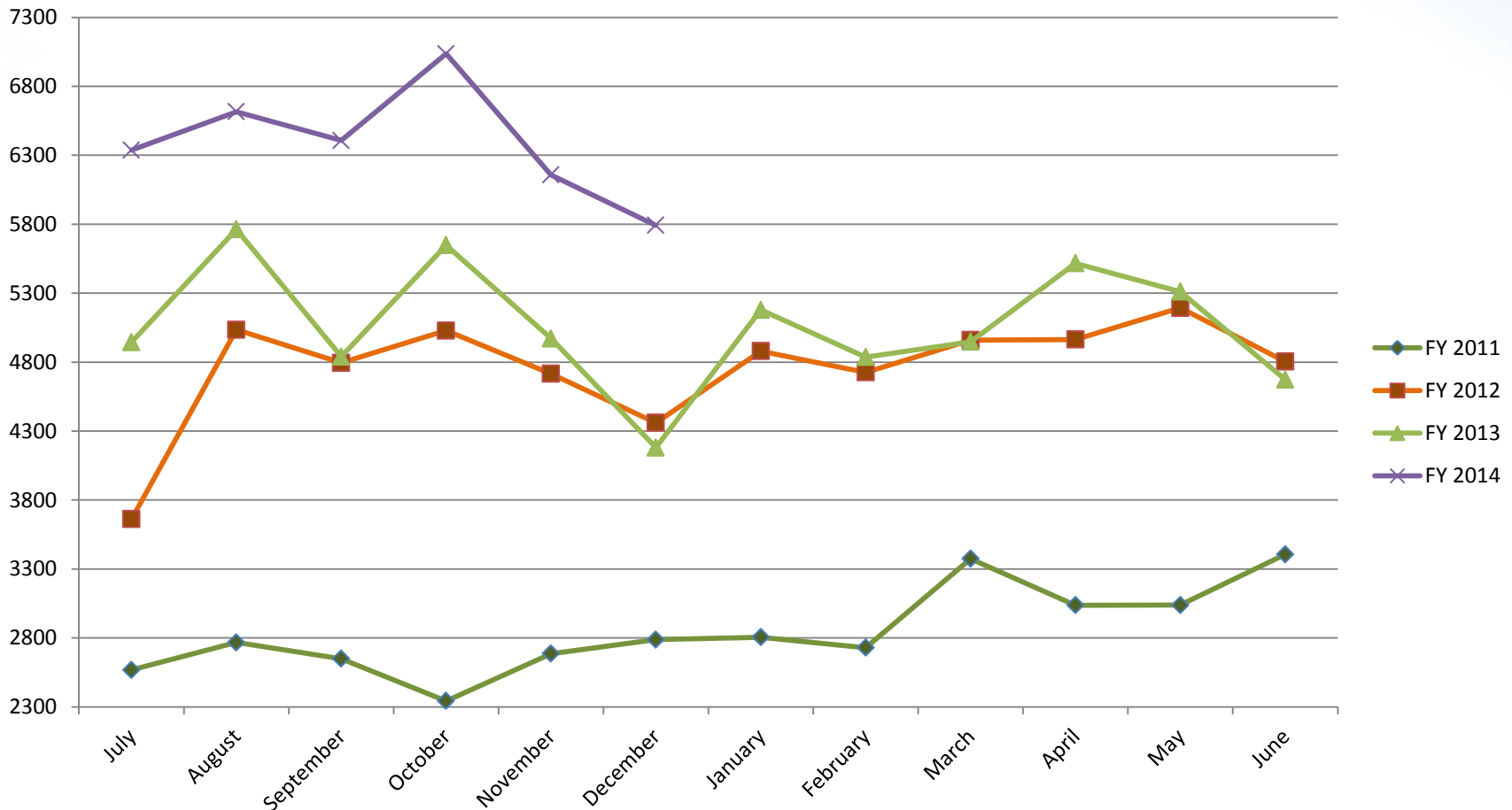
New Admissions with Completed Assessment – Agency-Wide: YTD Increase Over FY11 – 203.3%



Unduplicated Persons Serviced– Agency-Wide: FY13 Increase Over FY11 – 79.95%

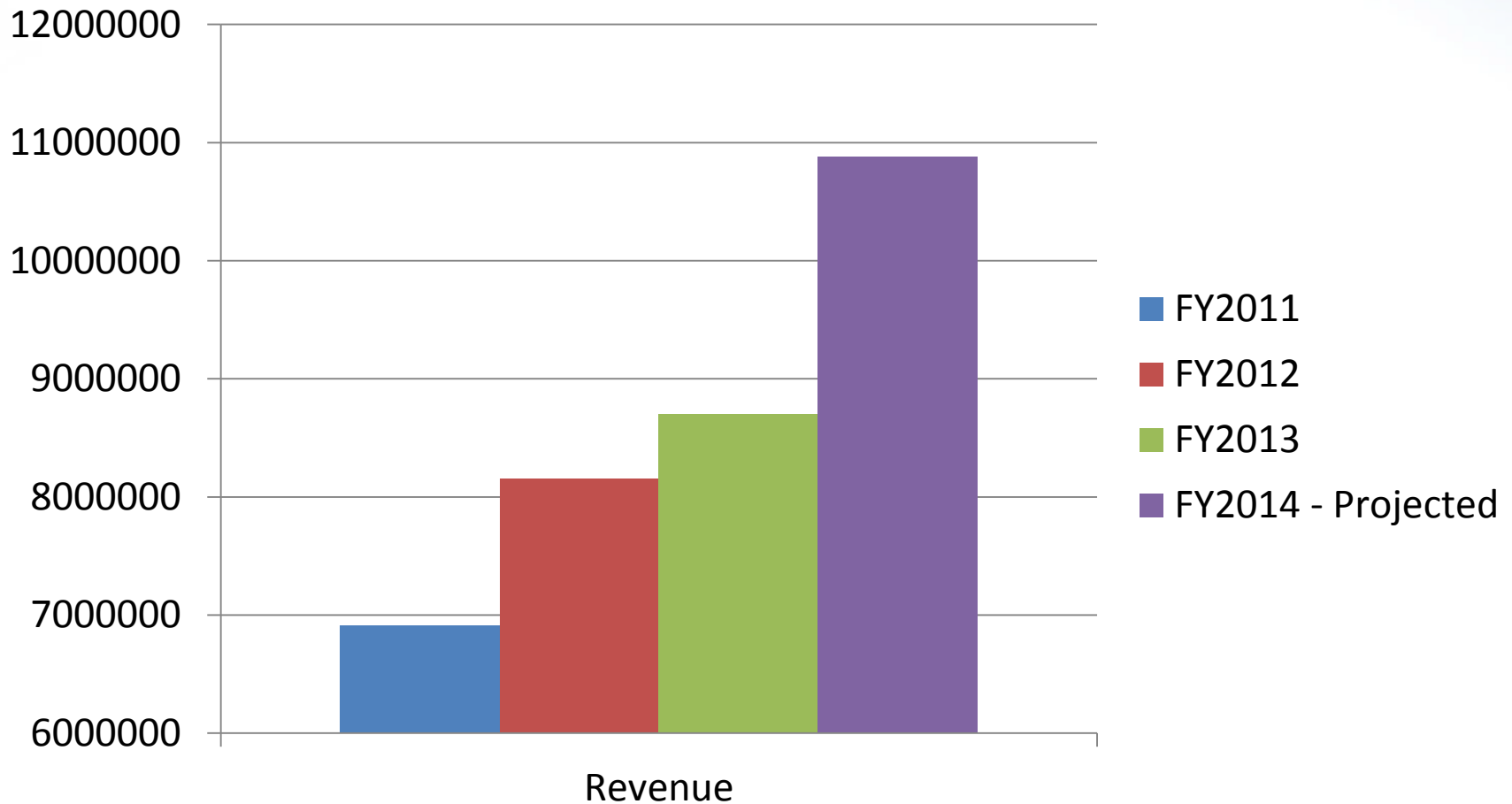


Hours of Direct Service to Consumers – Agency-Wide: YTD Increase Over FY11 – 142.8%



Revenue –

Agency-Wide: Increase Over FY11 – 57.48%



Open Access: Next Steps

- We are sharing our Open Access story with new leadership at our FQHC partner and working with them to increase access to primary care